

Estancia Public Library Community Assessment Survey 2021-22

Purpose of Survey

Please help us understand the needs of our community by participating in this survey. We place great value in your input and opinion. All information provided will remain confidential and anonymous.

Definition of Terms

Digital Resources - a virtual collection of information, stored in digital format and accessible electronically (ex: HelpNow, JobNow, Gale Databases, Newsbank, Britannica Public Library Edition)

eAudiobook - a downloadable sound recording of a book

eBook - an electronic counterpart of a printed book that can be viewed on an ereader device

Interlibrary Loan - a service whereby a user of one library borrows materials owned by another library

NM FamilyPass - upon checkout, this pass allows free admission for up to six people to any NM Department of Cultural Affairs museums and historic sites

Social Media - computer-mediated tools that allow people to create, share or exchange information, ideas, and pictures/videos in virtual communities and networks (ex: Facebook, LinkedIn, Twitter, YouTube, Pinterest)

WiFi - allows electronic devices to access a computer network and/or the Internet wirelessly

1. What ZIP code do you live in? *(please check one option)*

- | | |
|--|---|
| <input type="checkbox"/> 87016 Estancia | <input type="checkbox"/> 87032 McIntosh |
| <input type="checkbox"/> 87063 Willard | <input type="checkbox"/> 87059 Chilili |
| <input type="checkbox"/> 87036 Mountainair | <input type="checkbox"/> 87016 Torreon |
| <input type="checkbox"/> 87016 Tajiue | <input type="checkbox"/> other _____ |

2. Which of these library features/services have you heard about? *(please check all that apply)*

- | | |
|---|---|
| <input type="checkbox"/> WiFi | <input type="checkbox"/> Online Library Catalog |
| <input type="checkbox"/> Public Computers | <input type="checkbox"/> Free Programs/Events |
| <input type="checkbox"/> Interlibrary Loans | <input type="checkbox"/> Library Webpage/facebook |
| <input type="checkbox"/> Digital Resources | <input type="checkbox"/> Copying/Printing |
| <input type="checkbox"/> eBooks | |
| <input type="checkbox"/> eAudiobooks | |

3. How did you hear about these library features/services? *(please check all that apply)*

- | | |
|--|--|
| <input type="checkbox"/> Flyer | <input type="checkbox"/> Newspaper |
| <input type="checkbox"/> Word of Mouth | <input type="checkbox"/> Library Staff |
| <input type="checkbox"/> Social Media | <input type="checkbox"/> Library Webpage/facebook |
| <input type="checkbox"/> Handout | <input type="checkbox"/> Other <i>(please specify)</i> |
-

4. How often, if ever, have you used these library features/services?

(please check appropriate response for each feature/service)

	Daily	Weekly	Monthly	Yearly	Never
Borrow Library Materials					
WiFi					
Public Computers					
Interlibrary Loans					
Digital Resources					
eBooks					
eAudiobooks					
Online Library Catalog					
Free Programs/Events					
Library Webpages					
Copying/Printing					

5. What library features/services should we offer that we currently don't?

(please indicate in the space provided)

6. Which of these library programs have you heard about? (please check all that apply)

- Museum Pass Program
- Summer Reading Program
- NM FamilyPass
- Weekly Story Time
- GED/HEP tutoring

7. How did you hear about these library programs? (please check all that apply)

- Flyer
- Word of Mouth
- Automatic Text/Email Alerts
- Social Media
- Handout
- Newspaper
- Library Staff
- Library Webpage
- Other *(please specify)*

8. How often, if ever, have you participated in these library programs within the last 6 months?
(please check appropriate response for each program)

	More than 10 times	7 - 10 times	4 - 6 times	1 - 3 times	Never
Museum Pass Program					
Summer Reading Program					
GED/HEP class					
NM FamilyPass					
Weekly Story Time					
Adult Computer Classes					
Special Events					

9. What library program/s should we offer that we currently don't? (please indicate in the space provided)

10. How strongly do you agree or disagree with the below statements?
(please check appropriate response for each statement)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Library staff and volunteers are helpful					
Library staff and volunteers are polite					
Library staff and volunteers are knowledgeable					
The library offers a welcoming atmosphere					
I can usually find what I need on the library shelves					
Library materials are up-to-date and useful					
The public computers are adequate for my needs					
The WiFi/Internet speed is adequate for my needs					
The library is important to the community					
Overall, I am satisfied with the library					

11. **Are there any changes you feel the library should make in its service to the community?**

(please indicate in the space provided)

12. **Any comments or suggestions you'd like to share with us?** *(please indicate in the space provided)*

Thank you for taking our survey!